



### The CNFS Materials on Active Offer of French-Language Health Services

The Consortium national de formation en santé (CNFS) is proud to present a set of training materials, produced with the financial support of Health Canada, on the *active offer of French-language health services*. We created these tools not only for students in post-secondary healthcare programs, instructors and internship supervisors, but also for working healthcare professionals, healthcare facility managers and all others involved in the healthcare industry. The training materials are intended to equip healthcare students and professionals to act with **conviction and confidence** to support and enhance the French-language health services offered in their workplaces in Francophone minority communities.

The training materials include the following tools, which are all available on the CNFS Website at [www.cnfs.net](http://www.cnfs.net) under the tabs: [Publications](#) and [Vidéos](#):

- *Reference Framework: Training for Active Offer of French-Language Health Services* (in English and French);
- *Cahier de réflexion et d'accompagnement des vidéos témoignages* (in French only);
- Sixteen videos of testimonials from Francophone patients and their families who had difficult experiences in healthcare facilities in several Canadian provinces, entitled ***Quand la santé c'est aussi la langue*** and ***My health, my language***; as well as two promotional videos based on these testimonials, in French and in English with subtitles.

### The CNFS Active Offer Toolbox

This comprehensive and interactive tool will be available online in September 2013.



In order to offer high-quality French-language health services with confidence and conviction, healthcare professionals must be both **well informed** and **properly equipped**. The CNFS **Active Offer Toolbox** achieves two goals: 1) it **educates** healthcare professionals about the **importance** of language to health and about the **impact** of their actions, and 2) it **equips** them to incorporate active offer into their practices and to commit to providing quality, safe, ethical and equitable healthcare services to Francophone minority populations. Dynamic and accessible, the toolbox contents will include relevant literature and focus on the perspective of key players in the healthcare industry. The toolbox will offer a variety of tools, including case studies and videos.

The CNFS is a pan-Canadian group of 11 colleges and universities, six regional partners and a National Secretariat. Member institutions offer French-language education in various healthcare disciplines; the regional partners help to promote and facilitate access to these healthcare programs; and the National Secretariat plays a coordination and leadership role. This strategic alliance works to improve the offer of French-language health services in Francophone minority communities by training Francophone healthcare professionals and supporting associated research.

For more information about these CNFS tools and other publications, please visit

[www.cnfs.net](http://www.cnfs.net)